



**SANTA ROSA
JUNIOR COLLEGE**

Career Development Services

Hours: Monday-Thursday 8am-5pm

Fridays: 8am-noon (closed Fridays June & July)

Lawrence A. Bertolini Student Center, Third Floor

careerdevelopmentsservices.santarosa.edu

(707) 527-4941



RESUME SAMPLES

Chronological Resume (Garamond Font)

Joe Smith

1111 Street Road, Santa Rosa, CA 95401

(123) 456-7890

joesmith@email.com

OBJECTIVE: Reservation Desk Associate at Marriott

QUALIFICATIONS

- Three+ years of customer service experience
- Good organization, communication and multi-tasking skills
- Work extremely well in team-based environments, while requiring very little supervision
- Computer proficient in Windows XP/2000, Microsoft Office Suite (Word, Excel and PowerPoint) and the Internet

EDUCATION

Santa Rosa Junior College, Santa Rosa, CA

August 2011 – May 2014

Hospitality Career Certificate in Business Administration

Santa Rosa High School, Santa Rosa, CA

Graduate

EMPLOYMENT HISTORY

CUSTOMER SERVICE/SALES

Royal Cinemas, Santa Rosa, CA

June 2013 – August 2014

- Managed ticket box sales with no supervision, including computer data entry, cash management, ticket restock and customer services.
- Worked concession stand and provided assistance in food and beverage service, inventory management, various machine operations, register and cash intake, and stand maintenance.

SALES REPRESENTATIVE

The Clothing Shop, Santa Rosa, CA

September 2011 – June 2013

- Managed sales, customer services, inventory and store closing operations.
- Assisted customers in clothing selections and returns.
- Created and set up floor displays and seasonal promotions.

COMMUNITY SERVICE

VOLUNTEER

Reins of Hope, Petaluma, CA

Summers 2009-2012

- Provided voluntary support services in the care and grooming of horses, maintenance of equipment, and hands-on guidance to disabled individuals utilizing program's services.
- Communicated with riders and caregivers in issues regarding general facility operations, safety procedures, and rider care. Trained various individuals in horse care and safe riding procedures.

Jane Smith

(987) 654-3210

333 Francisco Way

Rohnert Park, CA 94928

jane@email.com

OBJECTIVE: Office Assistant

QUALIFICATIONS

- PC proficiency (Word, Excel) in the preparation and formatting of spreadsheets, reports, databases and correspondence.
- Two+ years office experience
- Attention to detail and accuracy
- Excellent written/verbal communication
- Ability to work independently, prioritize urgent issues, and cooperate as a team member

EXPERIENCE

6/14 – present

Santa Rosa Junior College, Santa Rosa, CA

Advanced Office Assistant, Career Center

- Handle incoming phone calls, relay messages to staff and schedule appointments.
- Manage projects, prioritize tasks, order graphics, maintain files, and answer student inquiries.

6/12 – 6/14

Fastek Technical Services, Petaluma, CA

Office Administrative Support

- Front desk reception - took messages and greeted customers
- Coordinated staff meetings, conference calls and managed calendar
- Prepared reports using MS Word and Excel
- Assisted with faxing and filing
- Sorted, prioritized and replied to correspondence received
- Organized reference materials

9/11 – 6/12

Countrywide Home Loans, Cotati, CA

Junior Secretary

- Provided administrative support to assistant manager and Director of Loan Services
- Provided telephone and walk-in customer service
- Typed and sent letters to clients
- Processed reports

EDUCATION

2012 to Present

Santa Rosa Junior College, Santa Rosa, CA

Certificates in Administrative Support I & II

Graduate

Santa Rosa High School, Santa Rosa, CA

Jesse Chen
123 Street Road
San Rafael, CA 94900

(123) 456-7890 (H)
(987) 654-3210 (Cell)
jchen@email.com

JOB OBJECTIVE: Human Resource Assistant

QUALIFICATIONS SUMMARY:

- Two+ years office experience
- Current knowledge of human resources practices and guidelines
- Ability to multi-task and work as a team member

ACCOMPLISHMENTS:

- Organized training program for supervisors to provide excellent customer service
- Created database to track employees' compensation and complaints

HUMAN RESOURCE SKILLS:

- Reconcile and process monthly premium invoices
- Verify employee eligibility for benefits and answer benefits questions
- Communicate employee status changes to insurance carriers
- Monitor and coordinate processing of forms such as job announcements and Personnel Action Forms

COMPUTER SKILLS:

- MAC and PC proficient
- Microsoft Office (Word and Excel)
- MS Outlook and Internet

ADMINISTRATIVE SKILLS:

- Perform detailed tasks with accuracy
- Communicate and write effectively
- Distribute materials, file, fax, copy, order supplies, prepare and ship materials
- Schedule meetings, compose correspondence, and plan events

WORK HISTORY

2012-2014 JJ Enterprises, San Rafael, CA
Human Resources/Clerical Assistant

2010-2012 New York Camera, San Rafael, CA
Assistant Manager

EDUCATION

Completed 10 units of the Human Resource Administration Certificate
Santa Rosa Junior College, Santa Rosa, CA
San Rafael High School, San Rafael, CA – Graduate